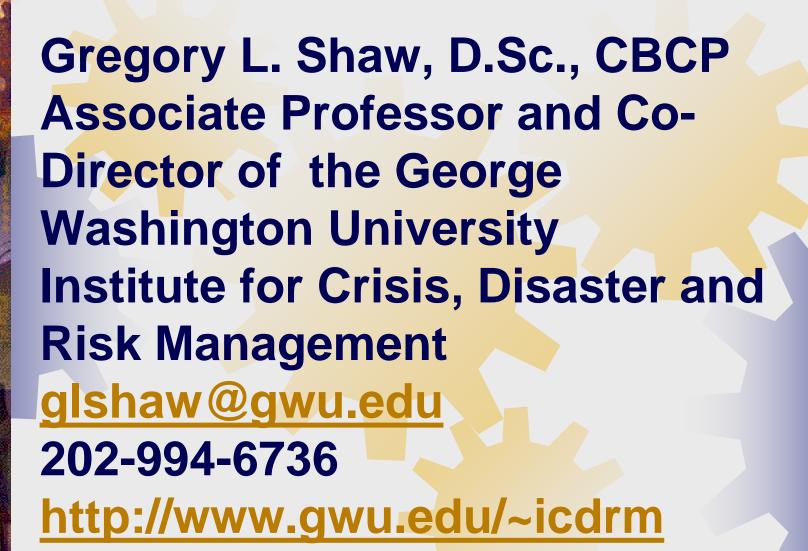
Continuity of Operations Planning for Faith Communities

October 6, 2011
Providence Presbyterian
Church



- Personal Emergencies
 - Emergency Evacuation
 - **Shelter in Place**
 - Protect in Place







Provide a <u>common sense</u> approach (actionable) with no or low cost and significant benefits to address:

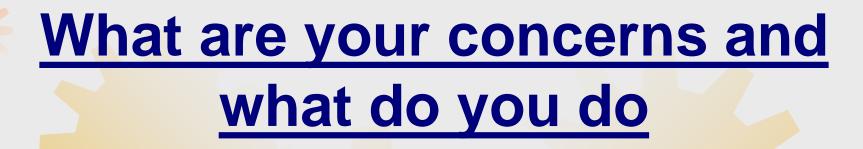
Personnel safety

Individual and family emergency plans Evacuation, shelter in place, protect in place

Continuity of Operations (COOP)
Communication

A Scenario to set the Stage

It is Thursday afternoon at 3:00 PM and you are driving to a meeting away from your facility. The radio sounds an emergency alert saying that a tornado has touched down in the vicinity of your facility and there are initial reports of significant damage. You attempt to call your facility, but just receive a busy signal followed by a disconnect.



Immediately?

In a couple of hours?

Later that day and moving into tomorrow?

Immediately?

In a couple of hours?

Later that day and moving into tomorrow?

Your Responses

How are they related to your personal and professional priorities?

What could you do to increase the chances that your priorities are met?



WHAT DIRECTION IS NORTH?



- Ensuring the safety of staff, congregants, and the public
- Protecting assets (physical property, data and information, reputation) to the extent possible
- Resuming, recovering and restoring the services you provide according to a pre-developed and defined priority scheme (continuous operation, rapid recovery, delayed recovery)
- Ensuring orderly and effective response through clearly defined and understood responsibilities and procedures
- Complying with laws and regulations



So – How do you Start and Complete your Journey to True North?

- Know where you are right now Are you prepared?
 - Think back to your responses to the scenario
- Understand your organization Only you and your team can do this
- Identify hazards Lots of sources for this
- Determine your vulnerability to those hazards in terms of their likelihood and potential impact
- Inventory what you are currently doing and what you could do to prevent, prepare for and respond to those hazards
- Make decisions on what you are going to do and do it
- Develop plans that are <u>adequate for your needs</u> a team process
- Practice your plans to an adequate extent
- Monitor the results and adjust as necessary

Know Where You Are Right Now

Are you prepared for events that can jeopardize your ability to provide services?

Have you considered

Essential individuals, groups of people, suppliers. and/or partners? – People are priority one!

Essential documents/records/data (printed and electronic)?

Sudden loss of your facility?

Denial of access to your facilities for 1 day, 3 days, a week, a month?

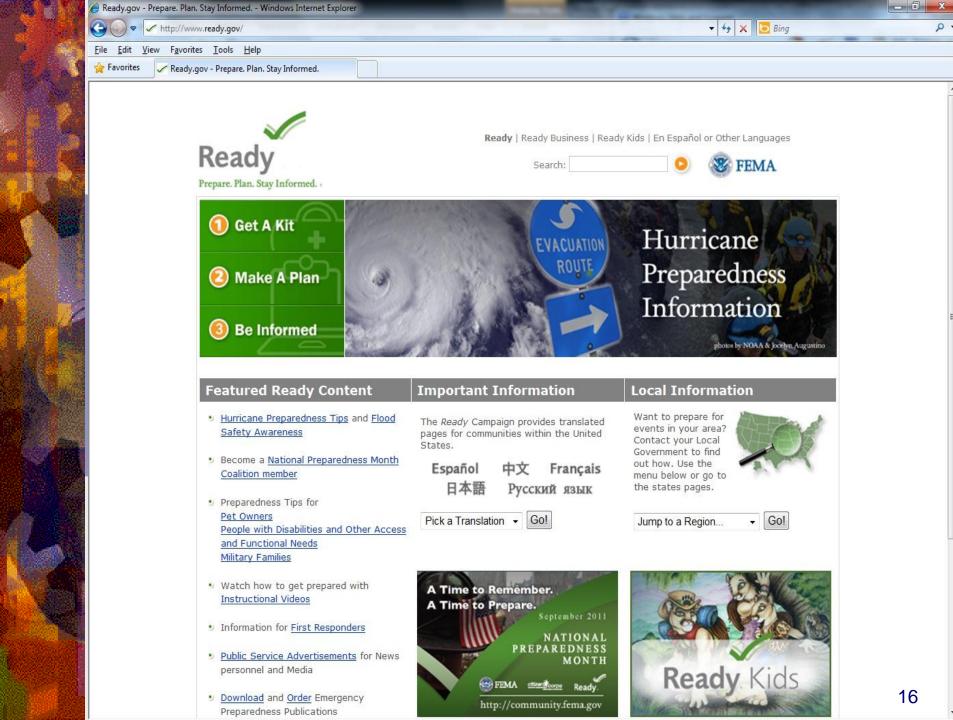
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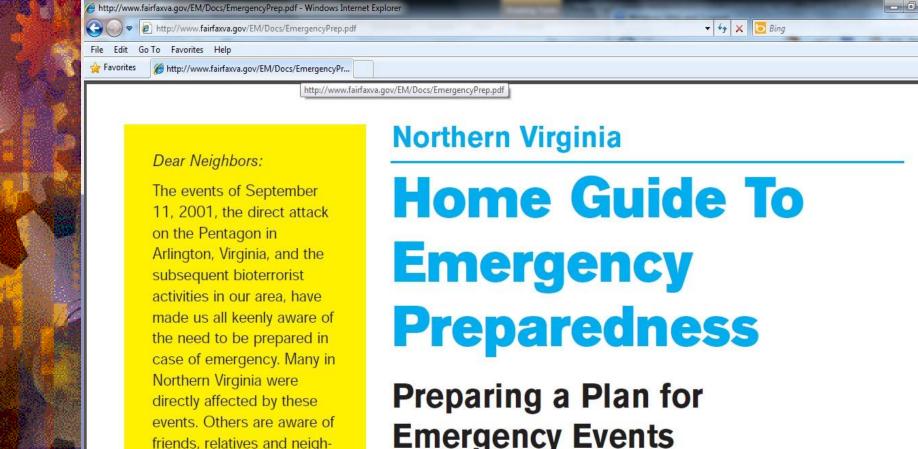


Personal and Family Plans

- Dept. of Homeland Security www.ready.gov
- VA Dept. of Emergency Management http://www.vaemergency.gov/readyvirginia
- Fairfax County Home Guide to Emergency Preparedness
 - http://www.fairfaxva.gov/EM/Docs/EmergencyPrep.pdf
- Family Preparedness Planner Template http://www.readynova.org/







bors who were touched by

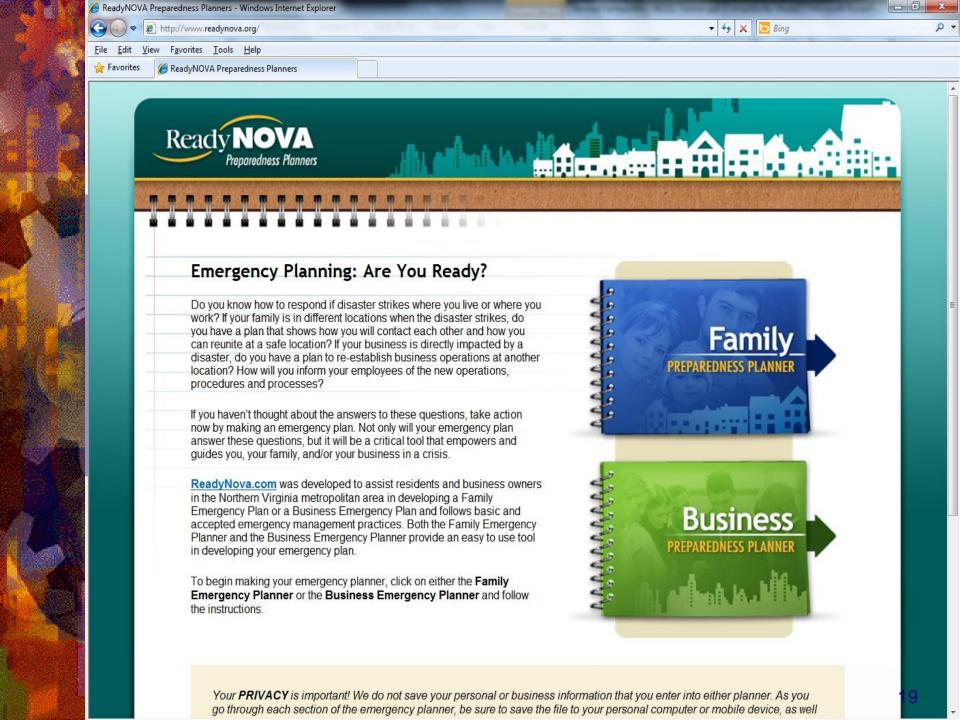
Local governments routinely work together throughout the year to evaluate and update their emergency response plans. Recent events remind us all that home emergency preparedness is a must for everyone and should be carefully

these tragedies.

planned.

Emergency Events







- Requirements and resources found at

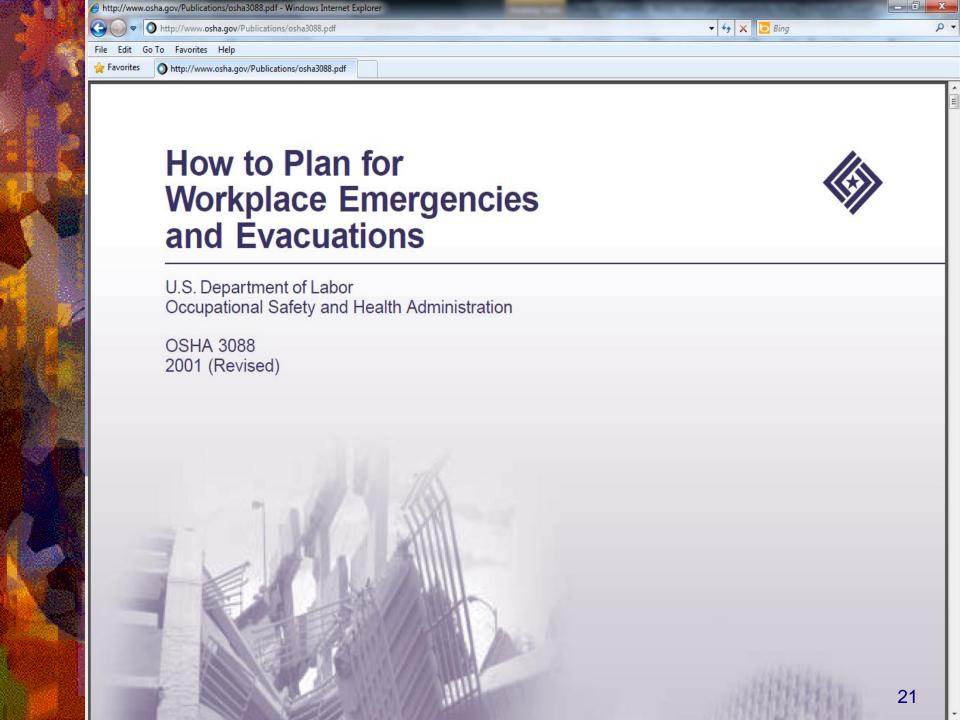
www.osha.gov

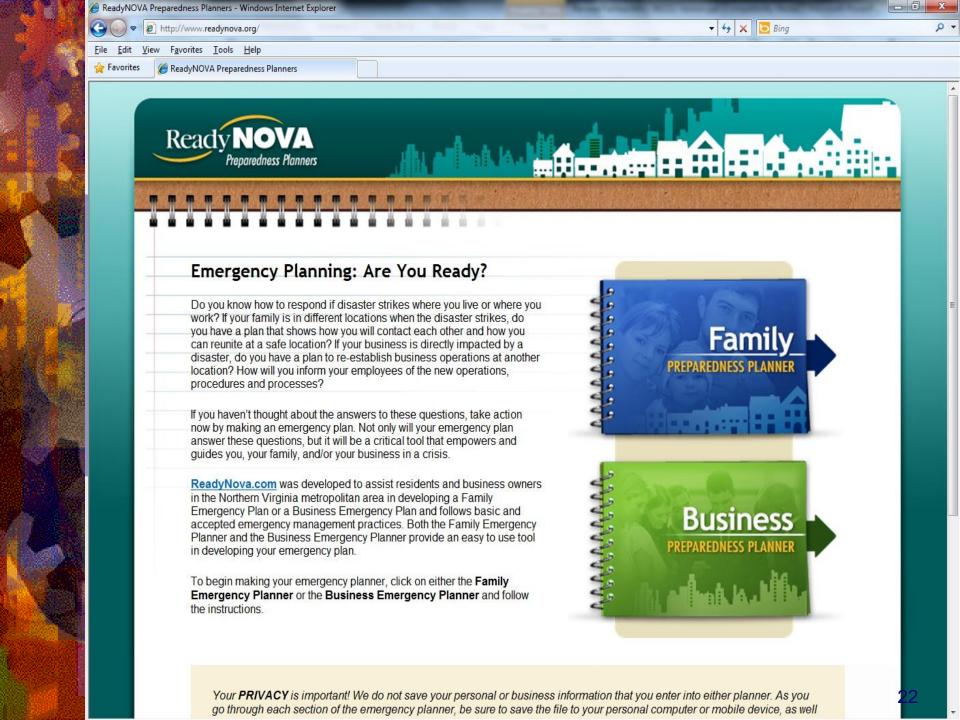
OSHA - How to Plan for Workplace Emergencies and Evacuations

http://osha.gov/Publications/osha3088.pdf

Business Planner Template

http://www.readynova.org/





Plans For Evacuating, Sheltering/Protecting, Accounting for, and Communicating With People Involve your people

Alarm - notification Evacuation procedures Sheltering in place/Protecting in place procedures Assembly points and alternates Special needs **Clearing spaces Accounting for personnel** Internal resources External response personnel Communicating with staff, congregants, and the community **Obtaining information**

To whom and how do you communicate outward?

Where and how can you obtain information?

Emergency Information

Call the County's Emergency Information Telephone Line at 703-817-7771

Check local media outlets

Call 911 only in a life/safety emergency

Call the County Public Safety – Non Emergency Line at 703-691-2131



- County's government information television station at channel 16.
- Appoint two staff or lay representatives to serve as your house of worship's Fairfax County contact during emergencies. Visit www.fairfaxcounty.gov/dsm/cil/emergency to register.
- Receive real-time emergency and public safety text message alerts from https://www.fairfaxcounty.gov/cean/
- County Emergency Information Blog http://fairfaxcountyemergency.wordpress.com

Fairfax County Faith Community Emergency Disaster Communication Representatives

Emergency Disaster Communication Representatives will receive communications from the Fairfax County Office of Emergency Management and the Faith Communities in Action (FCIA) Interfaith Emergency Planning Steering Committee regarding a community emergency or disaster preparedness, response, and recovery.

Please appoint two (2) staff members or congregation members as emergency and disaster communication contacts.

House of Worship:	
House of Worship Address:	
House of Worship Telephone:	treet City, Zip
Congregation Primary Languages Spoken:	
Religion/Affiliation:	
Representative One	
Name:	
E-mail Address:	
Telephone:	() cell () home () work
Representative Two	
Name:	
E-mail Address:	
Telephone:	() cell () home () work



weather and traffic. Messages will be delivered to all devices you register:

- · email account
- · cell phone

 \Box

Our Government

News and Events

Maps, Facts & Stats

State & Federal

- text pager
- · satellite phone
- wireless device

CEAN: Sign In or Register

New user? Register as an INDIVIDUAL || Register as a BUSINESS (more information)

Already a user? Enter your email address and password below.









Login



Fairfax County can expect to receive 1 inch to 2 inches of rain with some areas of the county experiencing an additional 1inch to 2 inches over a short period of time. The heavy rains are expected to end sometime tomorrow evening, but

intermittent showers are expected through Wednesday of next week.

Based on current conditions and the projected forecast, county officials do not anticipate any significant flooding in the Huntington or Belle View/New Alexandria areas this evening. If the heavier rain amounts are received tomorrow, residents may experience roadway flooding in the Huntington area and localized street flooding in the New Alexandria/Belle View area.

View Flood Safety Tips

County public works, emergency management and public safety personnel are monitoring the weather and will continue to do so through the evening and overnight and will alert residents should any additional information become available or actions necessary.

If you need to report an emergency, call 9-1-1.

STAY INFORMED



Weather





Mobile/Apps/Texts



Phone Numbers







YouTube





Protecting your Assets

Safety and security of people is always the highest priority

Communicating with staff, congregants and suppliers

Developing relationships with emergency response personnel and the Office of Emergency Management

Securing equipment and spaces

Maintaining security

Critical documents/records (paper and electronic) – Duplicate and store

Critical data – back up and store

What are your critical documents/records and how can you protect them?

What is your critical data and how can you protect it?

Vital Records from http://www.nw.org/network/documents/DisasterPreparedness Manual.pdf

Site maps	
Building plans	
Employee contact information, including home and cell phone numbers, personal e-mail addresses, and pager numbers	
Insurance policies and agent phone numbers	
Bank account records	
Proof of nonprofit status	
Tax identification information	
Property inventory	
Supplier contact list	
Computer backup information	
Emergency or law enforcement contact information	
Landlord contact information	
IT-related vendor contact list	
List of passwords	
License and serial numbers list for equipment and software	
BCP notebook	
Recovery notebook	
Other documents	



Review coverage with your agent

Understand policy limitations and exclusions

Compare your coverage with your risks

Know what documentation is required

Know how to contact your adjuster

Make sure that you have access to a copy of your policy

Understand Your Organization

What services do we supply?

What are the critical services we provide and if disrupted, how quickly do we need to have them ready to provide again? – Continuous Operation, Rapid Recovery, Delayed Recovery

Do we require any outside support to provide these services?

Do we need and have redundancy – and can we afford redundancy?

Some Considerations

Can we access our facilities? Even if we can access our facilities will we be allowed in?

How do we contact our staff, the people we provide services to, and our suppliers?

Are there other organizations in the community that can assist us or that we can assist if they have problems?

What are the services that you need to provide without any interruption (continuous operation), or recover rapidly?

What resources do you need to continue or rapidly recover these critical services?

Identify Sources of Service Interruption (Hazards)

Natural

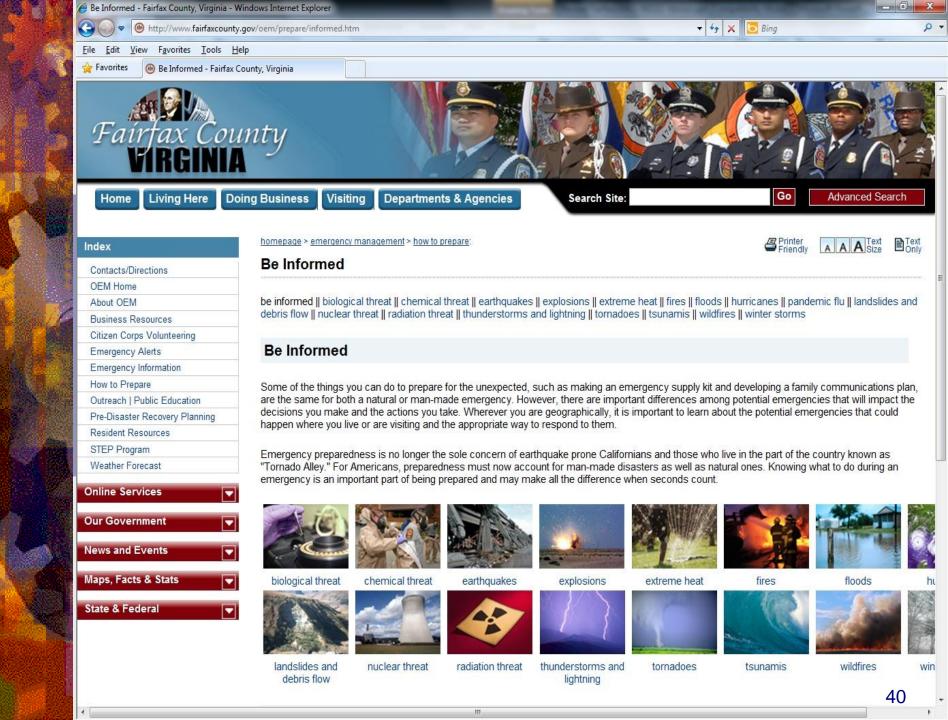
Technological

Human Induced



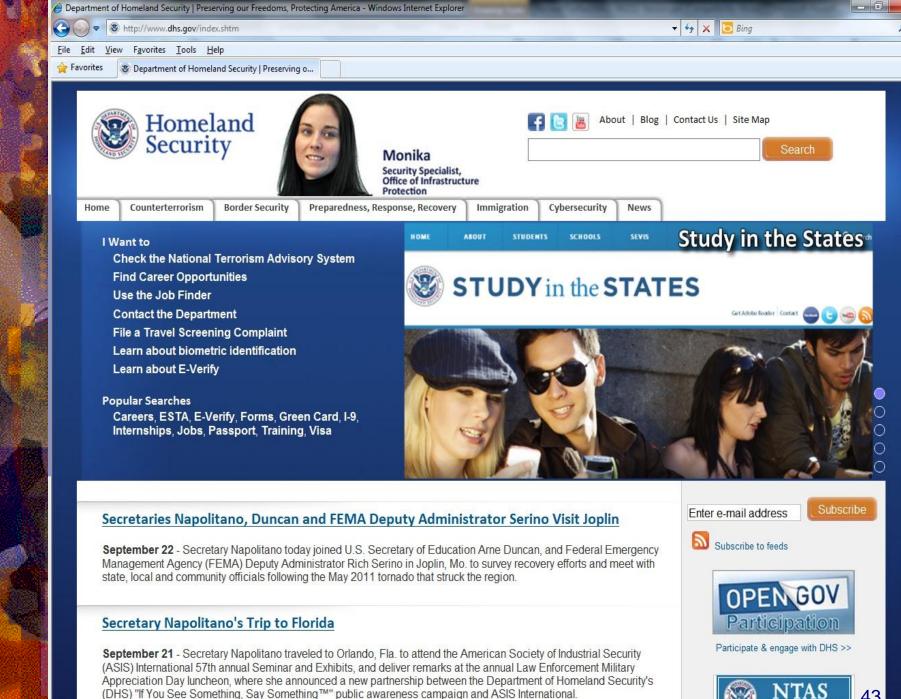
http://www.fairfaxcounty.gov/ Search Flood Hazard Maps- Flood Maps by address http://www.fairfaxcounty.gov/oem/prepare/infor med.htm - All hazards preparedness www.vaemergency.com_ - All Hazards http://www.fema.gov/hazard/index.shtm - all sorts of hazards maps and information www.dhs.gov - Homeland Security **Local Chamber of Commerce** Other Faith Based Organizations **Police Fire Department** Office of Emergency Management













In the Business Continuity community this is referred to as Business Impact Analysis.



Putting plans in writing helps you think through the process, but a verbal plan is better than no plan at all

Planning is a team effort which requires multiple inputs and lots of communication.

Templates or outside assistance can help, but you are the one who knows your business



Preparing For All Hazards: Business Preparedness in Fairfax County

http://www.youtube.com/watch?v=1TvXC6MLDG0

A 13 minute Video on U Tube with common sense advice and offers of support by Fairfax County OEM (Feb 2011)



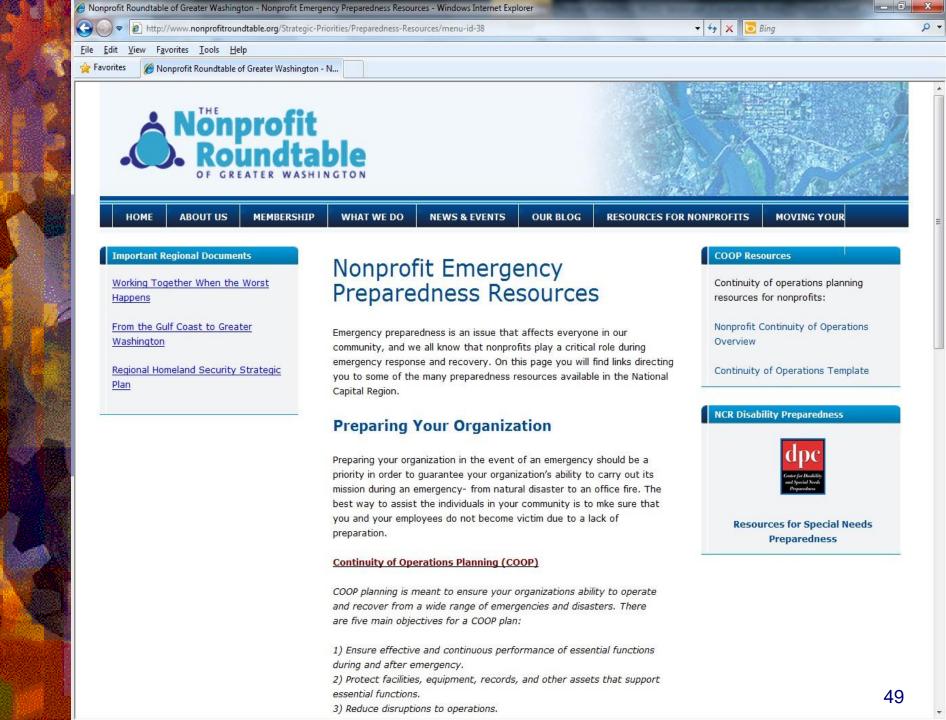


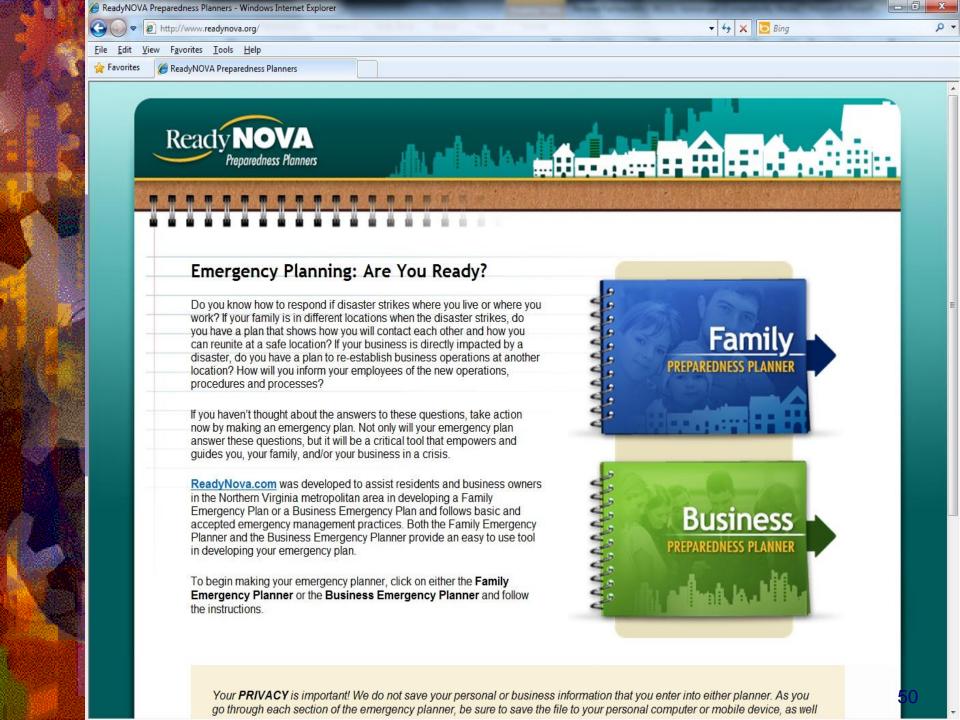
The Non-Profit Roundtable of Greater Washington

http://www.nonprofitroundtable.org/S trategic-Priorities/Preparedness-Resources/menu-id-38

Business Planner Template

http://www.readynova.org/







As a Minimum Your Plan Should Include

- Emergency Action Plan
- Communication Plan Notifications, Internal, External, Up to date contacts
- Vital Records/Documents/Data Protection and access
- Authorities within your organization
- Insurance considerations
- Procedural checklists for equipment and security
- Where and how you will serve as a resource in the aftermath of a disaster
- What to do to provide your critical services



A plan that sits on the shelf or in your mind isn't of much use

You need to involve your staff and possibly your congregants

You need to make sure the plan works and is adaptable to the unexpected

After training/exercise you need to solicit feedback from the participants

You need to revisit the entire process and revise as necessary

What can you do that makes sense (cost and benefits) after this session?

No cost actions? (excluding time which really is a cost)

Low cost actions? (< \$500)</p>

Higher cost actions? (> \$500)

No cost actions?

Low cost actions? < \$500

Higher cost actions? > \$500

Process For Preventing, Preparing For, And Responding To Disruptive Events

- Know where you are right now Are you prepared?
 - Understand your organization Only you and your team can do this
- **Identify hazards Lots of sources for this**
- Determine your vulnerability to those hazards in terms of their likelihood and potential impact
- Inventory what you are currently doing and what you could do to prevent, prepare for and respond to those hazards
- Make decisions on what you are going to do and do it
- Develop plans that are <u>adequate for your needs</u>

 Practice your plans to an <u>adequate extent</u>

 Monitor the results and adjust as necessary



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